

City of Toronto
Shelter, Support & Housing Administration

CENTRAL INTAKE



Shelter, Support & Housing Administration Division*

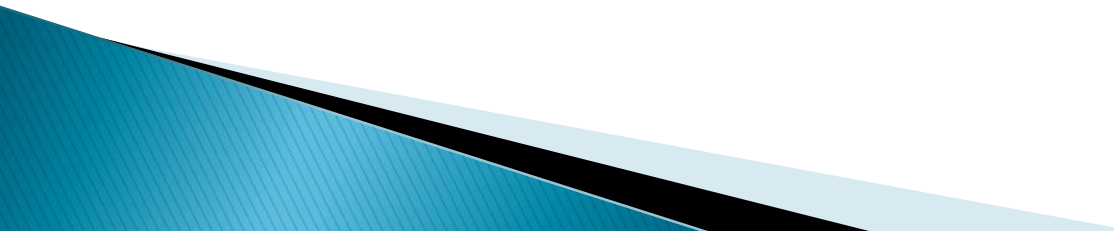
- ▶ **Hostel Services Unit** – provides temporary emergency shelter to homeless families and individuals. Together, the City and dozens of community partners provide about 3,800 emergency hostel beds in 57 locations, including nine locations operated by the City. During the winter, additional shelter spaces are made available through the Out of the Cold Program and the Extreme Cold Weather Alert System.
- ▶ **Streets to Homes Program** – provides street outreach and housing assistance to homeless and/or street-involved individuals, as well as follow-up to clients after they are housed.
- ▶ **Housing & Homelessness Supports & Initiatives Unit** – provides funding and supports to community agencies that work with individuals and families who are homeless or marginally housed; funds programs for landlords and tenants; and provides direct services to help people living on the streets to find and keep housing.
- ▶ **Social Housing Unit** – responsible for the funding and administration of social housing programs in Toronto.

*Information taken from City of Toronto website:

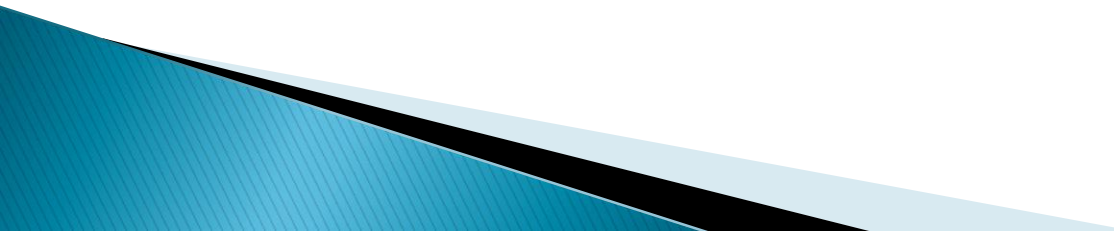
http://www.toronto.ca/city_directory/pdf/divisions/shelter_support_housing.pdf

Shelter Bed Access Points

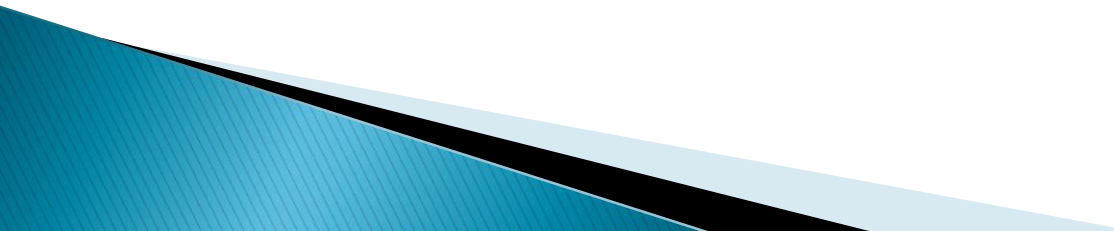
In Toronto, the shelter bed access system is decentralized. Clients can access shelters by:

- ▶ Self referral by going to or calling any of the 57 shelter sites
 - ▶ Calling 311 to be referred to Central Intake
 - ▶ Calling Central Intake directly
 - ▶ Going in person to the Streets to Homes Assessment & Referral Centre (SHARC)
 - ▶ Referral through a support agency (drop-in, community centre, etc)
 - ▶ Going directly to an Out of the Cold site during the winter months
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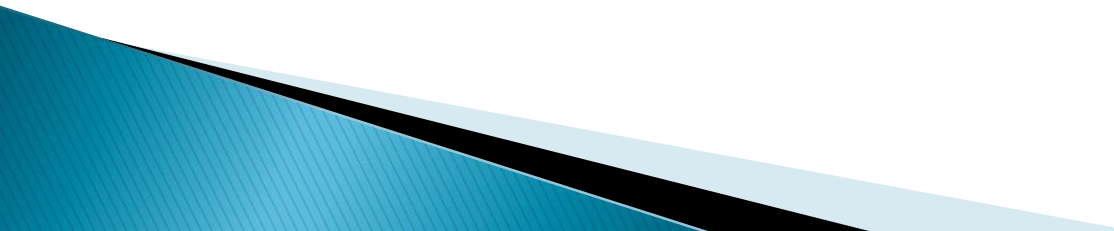
Central Intake: Program Overview

- Established in 1998 as a joint project among family shelter operators to centralize access to family shelter services.
 - In 2010, “Central Family Intake” expanded its service to include youth & single adults, and became “Central Intake”.
 - Central Intake functions strictly as a call centre – all work is conducted by telephone
 - Service is available 24 hours a day, 7 days a week
 - Intake service is provided by trained Counsellors
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Central Intake: Services Provided

- ▶ **Comprehensive intake assessments**
 - ▶ **Referrals to Shelters**
 - ▶ **Homelessness Prevention & Shelter Diversion interventions**
 - ▶ **Referral to other supports and services including:**
 - financial supports
 - housing help centres
 - health care supports
 - immigration/settlement services
 - crisis/distress centres
 - ▶ **Education and information to callers regarding:**
 - Tenant Rights & Responsibilities
 - Community supports and services
 - Shelter system
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Central Intake: Intake Process

- ▶ **Privacy Statement** is read to each client
 - ▶ **Overview of the Intake process** is provided to the client
 - ▶ **Personal information is collected** to help determine how to best support and assist the client
 - ▶ **Referral to shelter** if appropriate
 - ▶ **Referral to other appropriate supports and services**, based on client need
 - ▶ **Comprehensive Homelessness Prevention / Shelter Diversion Plan** is implemented in cases where there is a possibility of preventing eviction or assisting the client to find alternate housing and avoid coming into a shelter
 - ▶ **Documentation of Intake** in Shelter Management Information System (SMIS)
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Central Intake: Newcomer Specific Services

- ▶ Referrals to refugee specific shelters
- ▶ Referrals to community supports and services specific to newcomers
- ▶ Service is offered in a wide variety of languages through a contracted language translation service

Central Intake: Contact Information

To reach the 24-hour Intake Line:

- ▶ 416-397-5637
- ▶ 1-877-338-3398 (toll-free within the GTA)
- ▶ 311

Program Administration:

Leslie Jardine
Manager
416-397-1398

Wendy Learoyd
Program Supervisor
416-338-2497